Contract Quality Assurance

- Responsibility of the contractor IAW PWS Part IV
- Contractor determines methodology for measuring performance and documenting
- Contractor makes performance data available to QAP for validation
- Contractor determines compliance and supports payment of BMS and EMS Award Fee Services
- Contractor submits BMS and Quarterly Award Fee assessment and documentation to AFRB
- QAP reviews contractor submissions made to AFRB/FDO and provides comments/concurrence

Quality Assurance BMS Services

- Performance during the rating period is either Acceptable/Unacceptable
 - If unacceptable, CDR or Cure notice release is imminent
- 100% of all BMS monthly services must be performed by the contractor
- Contractor BMS checklist showing completion submitted with monthly BMS invoice

Contractor Quality Assurance Plan

- Prepared and submitted with the offeror's technical proposal
- Outlines plan, document collection methodology and storage of information
- Addresses each element of BMS/EMS services
- Outlines QAP/Government access procedures to allow validation

Quality Assurance EMS Services

- Contractor prepares Quarterly Award Fee Recommendation with support documents
- Submits Award Fee request to AFRB/FDO for evaluation (based on rating criteria)
- AFRB considers contractor request and input from the QAP on validation of contractor data
- Award Fee Decision
- Contract Modification to apply Award Fee funds

Quality Assurance Surveillance Plan (QASP)

- Provides a systematic method to evaluate technical performance of BTS contractor
- Based upon QAP personnel validating contractor data as it is being developed
 - Use same data as the contractor
- Based on premise that contractor's responsible for management and quality control actions required to meet terms of contract
- Based on validation of contractor performance data

Elements Of The QASP

- Ensure the government receives acceptable contractor performance
- Outlines Contractor responsibility for quality control
- Provides Government "insight" on contractor performance
- Minimizes inspection or oversight by the Government

Elements of the QASP (Cont)

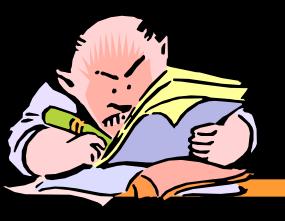
- How acceptance of services occurs
- Comply with AF regulatory requirements
- Tailored to the particular contract
- Describe how past performance information is captured and documented

Contents Of The QASP

- QASP purpose
- Roles and responsibilities
- Methods of surveillance
- Action for unacceptable performance
- Certification of services

Contents of the QASP (Cont)

- Identification of types of work to be performed
- Quality assurance reporting forms
- Analysis of surveillance results
- Performance objectives and thresholds
- Procedures for surveillance of non-SDS items



Use Of The QASP

- Prime responsibility of QAP
- Method of surveillance determines how QAP will evaluate contractor's performance
- Documenting surveillance
 - Document surveillance as it is accomplished
 - Use quality assurance monitoring form

Use of the QASP (Cont)

- Unacceptable results
 - If government actions caused unacceptable performance, take steps to prevent it in the future
 - If not government caused, contractor should be informed during validation at the time of occurrence
 - If the contractor disputes the results of the surveillance, refer them to the CO

Non-SDS Items

- The government retains the right to inspect any item included in the contract
- List procedures for validation of non-SDS items in the QASP
- Rely on the contractor's documentation for findings

Summary

- Contractor documents and supports performance ratings
- QAP validates contractor data or randomly reviews performance elements
- QASP establishes mutual understanding on how contract will be monitored
- BMS tasks are "must do" items every month
- EMS tasks are "quantifiable and measurable" to determine level of achievement or compliance